Instructions for responding to Requirements Workbooks:

These requirements have been formatted into workbooks as a more efficient and effective way not only for a vendor to respond; but for KHPA to evaluate as well.

The workbooks have been compiled by category. Within each category subsections have been broken down into worksheets and placed into tabs that have been labeled accordingly.

Within the worksheets notice that after the "Requirement" column the columns proceed as followed: "Requirement for Phase 1, Response, Explanation of Response and Response Reference."
The purpose of each column is defined below.

- Implementation Phase - Respond with a 1, 2 or 3 to indicate the anticipated phase of implementation (A detailed description of the three phases can be found in the RFP.)

- Response - is the column where the proposer will respond to whether or not the requirement is met and to what extent. (Detailed instructions below.)

- Explanation of Response - Please provide an Explanation of how the requirement is or isn't met and validate the (0-5) rating given in the "Response" column.

- Response Reference - Please indicate where, throughout your response proposal, this is described in detail.

Proposer Fit Rating Response Codes: In the "Response" column please provide a Yes or No indicating whether or not the requirement is met. In addition to Yes or No, include a number rating indicating to what level the proposed solution meets the requirement. (Example of Response – Yes/3)

Fit Rating 5: Solution meets the requirement without any customization or configuration to implement.

Fit Rating 3: Solution mostly meets the requirement, but will require minor customization or configuration to implement.

Fit Rating 1: Solution somewhat meets the requirement, but will require significant customization or configuration to implement.

Fit Rating 0: Solution does not meet the requirement at all, and cannot do so through customization.

(Rating system and brief explanation can be found at the top of each worksheet as a reference tool.)

Please note that some requirements have been highlighted. These requirements have been deemed optional and KHPA requests pricing be cost out separately for the indicated requirements.
Please Respond to these under the "Optional Costs" in the Separate Cost Proposal.

Proposer Fit Rating Response Codes: In the "Response" column please provide a Yes or No indicating whether or not the requirement is met. In addition to Yes or No, include a number rating indicating to what level the proposed solution meets the requirement. (Example of Response - Yes/3)
Fit Rating 5: Solution meets the requirement without any customization or configuration to implement.
Fit Rating 3: Solution mostly meets the requirement, but will require minor customization or configuration to implement.
Fit Rating 1: Solution somewhat meets the requirement, but will require significant customization or configuration to implement.
Fit Rating 0: Solution does not meet the requirement at all, and cannot do so through customization.

Function: User Support (USER) - Vendor must provide user support, including toll-free phone and on-line help, for internal workers, PE entities and outside customers and users.

Req #	Requirement	Implementation Phase	Response	Explanation to Response	Response Reference
USER-001	Must provide technical customer support services for all customers/users, including system log-in, navigation, and functionality. The Contractor is not responsible for providing program support or responding to customer questions regarding benefits and eligibility.				
USER-002	Technical /helpdesk support will be available 24 hours, 7 days a week.				
USER-003	Must provide access to live support (telephone, e-mail, etc) a minimum of 7 am to 7 pm Monday-Friday and 8 am to 5pm Saturday and Sunday including state holidays.				
USER-004	Must provide alternatives for after hours emergency coverage.				
USER-005	Must provide the mix of electronic and human service functions to best meet the needs of internal and external users. This includes providing phone, fax, AVRS, on-line, e-mail and live person customer support service options at a minimum.				
USER-006	Must provide knowledgeable and technically trained user support during all phases of the project.				
USER-007	Must provide increased user support services during peak need stages of system development, implementation and operations.				
USER-008	Must provide online help for all screens and fields (e.g. mouseovers, dropdowns, informational sheets, etc.).				
USER-009	Must provide customer support in all languages (as defined in this RFP) for all forms of request . A language line may be used for oral translation. KHPA is responsible for written translation but the Contractor must make the translated material usable and available.				

USER-010	A general, secure email address must be available for all customers to report problems, questions or system issues.				
USER-011	A tracking number must be assigned to all emails automatically.				
USER-012	Must respond to Email contacts within 15 minutes or within the first 15 minutes of the next business day if original email is received within 15 minutes of close of business or during non business hours.				
USER-013	Must provide an Automated Voice Response System (AVRS).				
USER-014	AVRS shall run 24 hours a day, 7 days a week.				
USER-015	A tracking number must be assigned to all AVRS automatically.				
USER-016	Must allow customers to select this option and leave a message if User Support staff are unable to pick up a call routed to the AVRS within 1 minute or remain on hold.				
USER-017	User Support staff must pick up customer calls on hold within 3 minutes.				
USER-018	The AVRS will send appropriate messages, approved by KHPA, to the caller during off-hours directing him to call another time or another number for emergencies.				
USER-019	The AVRS, on-line Help and other materials must be kept up to date.				
USER-020	Resolve all AVRS downtimes caused by the AVRS hardware, software or other components under the Contractors control within 30 minutes of initial notification of system failure.				
USER-021	If the AVRS is not in service within 30 minutes the Contractor must provide an alternative AVRS or other option which does not impact the ability to receive and respond to calls.				
USER-022	The AVRS must deliver a response time not to exceed 10 seconds. Response time is determined by measuring the elapsed time from speaking or entering the requested information to receipt of a response.				
USER-023	Must provide a toll-free line for all users.				
USER-024	Must provide a toll-free FAX line for all users.				
USER-025	Must provide the ability for Eligibility System users to bypass any calling tree. (e.g. alternate phone number for eligibility staff.)				
USER-026	All calls must be answered within 2 rings.				
USER-027	Callers must be given the option of leaving a message after 1 minute of wait time.				

USER-028	A tracking number must be assigned to all phone calls automatically. Calls must be recorded and recordings easily retrievable as needed.				
USER-029	A tracking number must be assigned to all FAXs automatically.				
USER-030	Must provide a voice mail box system. The system must have the capability to triage calls into multiple boxes based on subject matter.				
USER-031	Voice mail option must be available 24 hours a day 7 days a week.				
USER-032	A tracking number must be assigned to all voice mail automatically.				
USER-033	All recordings must be stored and easily retrievable.				
USER-034	Live calls backs from voice mail messages must be completed within 1 hour of the message receipt or within 2 hours on the following business day if message is left less then 1 hour prior to close of business or during non business hours.				
USER-035	If staff are unable to reach the caller on the first call back attempt, at least 2 additional attempts within the next 8 business hours must be made.				
USER-036	A voice mail message may be left after the third attempt to respond to a voice mail message and the issue considered closed.				
USER-037	Must provide an electronic support system which include the ability to report problems to the contractor on-line.				
USER-038	If KHPA determines security issues exist, the Contractor shall not respond via email and must call the user.				
USER-039	If additional research is needed, the Contractor must make contact within 3 hours to report progress on the issue.				
USER-040	User Support staff must notify and provide follow up to KHPA regarding critical issues at KHPA's discretion.				
USER-041	Must assign Severity Level 1 issues correctly.				
USER-042	The contractor must contact the User within 15 minutes if Severity Level 1 issues are suspected or known.				
USER-043	Must resolve Severity Level 1 issues within 4 hours.				
USER-044	Must assign Severity Level 2 issues correctly.				
USER-045	The contractor must contact the User within 30 minutes if Severity Level 2 issues are suspected or known.				
USER-046	Must resolve Severity Level 2 issues within 12 hours.				
USER-047	Must assign Severity Level 3 issues correctly.				

USER-048	The contractor must contact the User within 2 hours if Severity Level 3 issues are suspected or known.				
USER-049	Must resolve Severity Level 3 issues within 48 hours.				
USER-050	Must resolve individual access issues (e.g. password reset, log on problems, etc.) within 1 hour.				
USER-051	Must include an escalation/grievance process for problems related to technical customer support.				
USER-052	Must provide support services to meet the needs of all users.				
USER-053	Must provide role based support where appropriate.				
USER-054	Must develop best practice guide(s) based on KHPA policy.				
USER-055	Must provide a searchable library, with highly flexible search criteria to enable a user to quickly find needed information in policy manuals, policy memos, training material, implementation memos and all help functions without affecting work in progress.				
USER-056	Must develop and maintain an on line user manual accessible by all customers and staff.				
USER-057	Must utilize an electronic tracking system to collect data on all User Support data. (e.g. problem reports, issues, concern, resolutions, performance data, intake, output, remaining volumes etc.).				
USER-058	The electronic User Support tracking system must provide the capability to report on all User Support data captured with sorting and filtering options. Reports formats must be approved by KHPA.				
USER-059	Must have an internal protocol to ensure issues are routed to appropriate staff to resolve concerns.				
USER-060	The electronic User Support tracking system must provide the ability to browse a database containing problems, technical questions, and the ability to fix problems electronically.				
USER-061	Must provide monthly summary statistical report as defined by KHPA. Supporting documentation must be available on demand.				
USER-062	External entities must have access to user support log.				
USER-063	The user support log needs to include details of problem/issue report and any follow up investigation/resolution plans, including date and time of return calls.				
USER-064	Must assign a Problem Report Number if resolution is not provided during call.				

USER-065	If call is related to an existing Problem Report, tie the call to that Problem Report even if the issue was resolved at the time of the call. (e.g. instructed user to use a work around.)				
USER-066	Must record date and description of final resolution.				
USER-067	Must provide reports and status updates of all Problem Reports as required by KHPA.				
USER-068	The system must track and report volumes of calls, e-mails, etc. by categories as defined by KHPA (e.g. daily, weekly, monthly, topic, etc.).				
USER-069	The User Support Tracking Tool must capture all applicable information, including type of contact, time of contact, date of contact, name of individual making contact, organization/agency name/work unit (if applicable), phone number and e-mail address, description of problem/complaint, indicator if problem was resolved at initial contact, description of any follow up investigation/resolution plans, including the date and time of return calls, and any problem report numbers assigned or related to contact.				